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Following are 1) a basic citation list ordered alphabetically on the last name of the first author; 2) a systems-oriented category or classification list; 3) a subject index; and 4) a permuted title-fragment index. Users are invited to quarrel with the structure and naming of the categories. Both were erected prior to the actual indexing. Hopefully, the indexer was not constrained against creating any additional categories had they been needed.

By comparing the category index with the subject index, the user may note that the orientation of two papers can differ even though both are assigned the same subject heading. True user evaluation reports are categorized in the conceptual area of the management of an information service; while papers describing the analytics of user evaluation data are categorized in the conceptual area of problem analysis and system design. Each paper is entered into as many categories as it is substantively "about"; however, the categories are not loosely used as indexing tags merely reflecting the occurrence in the paper of a phrase similar to the category name. Although titles of full papers in the volume were informative, an average of only three substantives for each was available for the permuted index, partly because the titles of "Brief Communications" and "Letters"—all of which are included here—tend to be shorter and less substantive. Permutation within the environment of a variable-space font spotlights word truncation at the right end of each field. However, a larger number of characters can be used within each field than is possible with the line printer monospace font at the same (reduced) print size. Copy was set by a computer-based photocomposition program. —L. Schultz.

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